

OIL & NATURAL GAS CORPORATION (W.O.U.) KARMACHARI SANGHATANA

AFFILIATED TO - PETROLIUM & GAS WORKERS' FEDERATION OF INDIA

Reg. No. (By - II - 8268)

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Website : www.ksmumbai.com

REF. : ONGC/KS/49/2026

DATE : 11/06/2026

To,
The ED-CDS
ONGC, WOU,
11 High, Bandra Sion Link Road,
Sion,
Mumbai – 400 017.

efk

Subject : Formal complaint regarding crew welfare, fatigue risk, welfare amenities, HR responsiveness & travel flexibility for ONGC employees on Rig Sagar Uday.

Respected Sir,

We are in receipt of complaint letter regarding recurring issues being faced by ONGC employees working on Rig Sagar Uday. The concerns reported to us are not isolated inconveniences; taken together, they raise legitimate questions of employee welfare, fatigue management, basic living conditions offshore & responsiveness of support systems. In our respectful request, the matters require intervention in the interest of safety, morale & productivity. The concerns described below are drawn from representations received from employees. Please find enclosed the copy of request letter of crew of the Rig Sarar Uday for your perusal.

Employees have complained of:

- (i) repeated shifting in late helicopter sorties, especially on Mondays, with resulting loss of meaningful rest
- (ii) non-functional electric heaters on the rig over an extended period
- (iii) slower resolution of HR matters after centralization to Dehradun
- (iv) rigid 10-day advance flight booking despite variable offshore operations.

These issues are affecting welfare, morale & operational efficiency.

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Brief issue summary:

Issue	Reported pattern	Reported impact
Chopper scheduling	Crew often shifted in 3rd sortie after 13:30 hrs, especially Mondays; earlier 1st/2nd sortie practice has reduced	Duty may run from 07:00 hrs up to 19:00 hrs; in some cases next shift starts at 19:00 hrs, leaving only 12-13 hours rest
Electric heaters	Heaters on the rig reportedly remain under repair for a long period	Discomfort during bathing & cold weather
HR centralization	Mumbai rig issues now handled from Dehradun	Slower response in ODL, CMRE, dependency & related matters
Flight booking	Employees asked to choose tickets 10 days in advance despite offshore variability	Loss of off-time when late chopper return prevents same-day onward travel

We request the following corrective action:

First, within **7 days**, kindly nominate a responsible management team comprising Operations, HR, & HSE representatives to meet the union & affected employees' representatives & verify the position on rostering, heaters & travel-booking difficulties.

Second, within **10 days**, please arrange an immediate inspection of crew accommodation & welfare facilities on **Rig Sagar Uday**, including heater functionality & bathing comfort arrangements, & share an action-taken note with target completion dates. This is directly connected with the employer's duty to maintain health, safety, working conditions & welfare facilities.

Third, within **15 days**, please issue a clear roster / sortie protocol to ensure that crew change planning does not regularly place employees into late-shift transfer patterns that compress recovery time & create avoidable fatigue. Where operational exigencies compel deviation, the same should be exception-based, documented, & accompanied by suitable recovery relief. This request is consistent with the employer's duty to maintain a safe working environment & lawful work-period discipline.

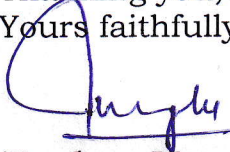
Fourth, within **15 days**, please designate a **Mumbai / WOU-facing HR nodal mechanism** with defined turnaround timelines for ODL, CMRE, dependency & similar employee-service matters, whether or not the processing remains centralized at Dehradun. The current position is causing avoidable frustration & service delay.

Fifth, within **15 days**, kindly revise the current flight-booking process so that offshore employees affected by late sortie release, weather or operational contingencies are allowed flexible rebooking without loss of legitimate off-duty time. Offshore logistics should not operate on a rigid administrative assumption that ignores actual field conditions.

If the issue remains unresolved, we reserve the right to pursue the remedies available in law, including conciliation in the central sphere through the **Dy. Chief Labour Commissioner (Central)** & where safety or welfare conditions so require, complaint before the competent **Inspector-cum-Facilitator**. These are recognized pathways under the current labour-law framework applicable to oil fields / central public sector establishments.

We trust that ONGC management will treat this matter with urgency & fairness. Timely corrective steps will not only improve employee welfare & morale, but will also strengthen operational reliability & industrial harmony.

Thanking you,
Yours faithfully,



(Pradeep Mayekar)
General Secretary



Copy to:

1. GM I/C, IR, ONGC WOU, NBP Green Heights, BKC, Bandra (E), Mumbai – 51
2. Rig Incharge Sagar Uday, ONGC, WOU, 11 High, Sion, Mumbai – 17
3. GM I/C, HR/ER, ONGC, WOU, 11 High, Sion, Mumbai – 17

Date: 20.04.2026

Subject: Request for Intervention Regarding Crew Welfare Issues on Rig Sagar Uday

Respected Sir,

We would like to bring to your kind attention certain operational and welfare-related concerns currently being faced by the crew on-board the rig Sagar Uday. These issues are significantly affecting both the efficiency and well-being of the personnel, particularly those engaged in physically demanding roles.

1. Delay in Chopper Scheduling for Crew Change

Previously, chopper sorties for crew changes were typically scheduled in the 1st or 2nd sortie of the day. However, in recent times, the crew is frequently being assigned to later sorties, often post 13:30 hours. This delay has had a considerable impact on the drilling crew, whose shift rotations are directly affected.

Due to the late arrival of the chopper, the day-shift crew is required to continue working well beyond their scheduled hours until the chopper arrives. After departure formalities, they are left with minimal rest time before reporting again for the night shift, which begins at 19:00 hours. Given the physically strenuous nature of drilling operations, this extended duty cycle leads to fatigue, reduced alertness, and a decline in overall work efficiency. It also raises concerns regarding safety, as fatigue can increase the risk of operational errors.

We therefore request that priority be given to scheduling the chopper for crew changes in the earlier sorties, especially on Mondays when crew rotation is typically planned. Ensuring timely crew change will greatly help in maintaining adequate rest periods and sustaining safe working conditions.

2. Frequent Failure of On-board Electric Heaters

Another ongoing issue pertains to the frequent malfunctioning of on-board electric heaters. These heaters are critical for providing hot water to the crew, which is an essential facility for maintaining hygiene and comfort, especially in offshore conditions.

Unfortunately, the heaters are often under repair, resulting in prolonged periods where hot water is unavailable. The recurrence of this issue indicates a need for more reliable equipment. Continuous lack of hot water adversely affects crew morale and basic living conditions on-board.

3. Delayed HR Services Due To Centralization of HR Services to Dehradun

Previously, employees working in Mumbai were able to resolve HR-related matters by directly visiting the HR office locally. However, most HR functions have now been centralized to

Dehradun. As a result, employees are required to rely on emails or phone communication for almost every issue.

This change has led to delays in services, as responses are dependent on availability and turnaround time from the Dehradun office. Many employees are currently facing unresolved issues related to ODL, CMRE and dependency matters due to communication delays. The lack of immediate access to HR support has created unnecessary stress and uncertainty among employees.

We request that either a local HR support system be reinstated in Mumbai or a more responsive or accountable communication mechanism be established to ensure timely resolution of employee concerns.

4. Challenges with Advance Flight Ticket Booking Guidelines

The current guidelines requires flight tickets to be booked at least 10 days prior to the date of travel. While this may be feasible under fixed schedules, it poses practical challenges in offshore operations where chopper schedules are often confirmed at the last minute.

Due to this uncertainty, employees are compelled to book flights at the latest possible times to avoid missing them. This results in situations where even those who arrive early onshore must wait unnecessarily for late flights, effectively losing valuable off-duty time. In many cases, one full day of the off period is lost solely due to waiting for scheduled flights.

Additionally, advance booking of round-trip tickets creates complications when there are changes in boarding/deboarding schedules or when employees need to take unexpected leave. Such situations are difficult to predict well in advance, making the current guidelines difficult to follow.

We request a more flexible approach to flight booking that takes into account the dynamic nature of offshore operations and chopper scheduling uncertainties.

In light of the above concerns, we sincerely request the union to take up these matters with the relevant authorities at the earliest. We believe that timely intervention can help in implementing practical solutions, such as optimizing chopper scheduling and ensuring reliable maintenance or replacement of essential on-board equipment.

The crew on-board Sagar Uday remains committed to maintaining high standards of performance and safety. However, addressing these issues is crucial to ensure that personnel can carry out their duties effectively without undue strain.

We appreciate your support and look forward to your prompt action in resolving these concerns.

Thanking you,

COPY TO: GENERAL SECRETARY, KARMACHARI SANGHTANA

Reviewed
Shekhar
2024.04.26
Shekhar Sharma
SE (D) - 123886
OIM - Sagar Uday

Sr No	Name	CPF No.	Signature
1	Sandip A. katade	123217	<u>Sandipk.</u>
2	Jayesh Vo Shisade	125097	<u>Shisade.</u>
3	Tushar T. More	124789	<u>Tushar</u>
4	Dilipkumar yadav	128057	<u>Dilip</u>
5	Jamal Siddiqui	06585	<u>Jamal</u>
6	Sharikesh prajapati	126368	<u>Sharikesh</u>
7	Manikandas Devadors	127418	<u>Manikandas</u>
8	Vinayak Meshram	128741	<u>Vinayak</u>
9	Bhushan P. Patni	125283	<u>Bhushan</u>
10	B. C. DAS.	128018	<u>B. C. DAS.</u>
11	Prashant Pande	128020	<u>Prashant</u>
12	Pratulla D. Shetye.	126120	<u>Pratulla</u>
13	Sunil Jetly	124811	<u>Sunil</u>
14	Jagesh P. Ambade	126462	<u>Jagesh</u>
15	Gaurav Mody	140315	<u>Gaurav</u>
16	Chetan Khasal	126396	<u>Chetan</u>
17	Anup Deshpande	124817	<u>Anup</u>
18	P. D. Bandekar	71923	<u>P. D. Bandekar</u>
19	Nilesh B. Taimbake	124813	<u>Nilesh</u>
20	Ashwin A. Madavi	128021	<u>Ashwin</u>
21	Pravir S Ugate	126476	<u>Pravir</u>
22	Shriram Gade	140255	<u>Shriram</u>
23	VJAP B. MAHURE	125258	<u>V. J. Mahure</u>
24	Vaibhav Chilkawar	140220	<u>Vaibhav</u>
25	Vishal Mali	140327	<u>Vishal</u>
26	Rajesh Ladav	128046	<u>Rajesh</u>
27	Kiran More	140206	<u>Kiran</u>
28	Mahesh V. Jaethav	124786	<u>Mahesh</u>
29	Sunil P. Chaudhari	141419	<u>Sunil</u>
30	Sanjay Thakur	128298	<u>Sanjay</u>
31	J. S. Mankar	126579	<u>J. S. Mankar</u>

32	Keyur D. Patel	121056	<i>[Signature]</i>
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